

POSITION DESCRIPTION

FUNCTIONAL TITLE	Student Intern
DEPARTMENT	Member Account Services
LOCATION	MTRS Charlestown Office, 500 Rutherford Ave., Charlestown, MA 02142
STATUS	Part-time contractor
HOURLY RATE	\$14.00/hour (no benefits)
HOURS	Monday – Friday, 9:00 a.m. to 5:00 p.m., or 8:00 a.m. to 4:00 p.m., with unpaid 30-minute lunch break; 2–4 days per week (flexible)

The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability and survivor benefits to more than 65,000 retired members and their beneficiaries, and maintains and services retirement accounts for more than 92,000 active members and 10,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from more than 400 local public school districts.

GENERAL STATEMENT OF DUTIES

Under the supervision of either the Director or Assistant Director of Member Account Services ("MAS"), as assigned, a Student Intern-MAS is a temporary, part-time member of the MAS team that is responsible for providing the first point of contact for oversight of member account issues including, but not limited to incorrect assessments, enrollments, member eligibility, transfers-in/out, minimum distributions, and account corrections.

The Student Intern will:

- Assist in the member enrollment project, which will include review and identification of incomplete online enrollment forms, verification of member account information on enrollment forms, follow-up via e-mail and telephone with members about the status of enrollment forms;
- Contact eligible members in advance of the mailing of election materials for the so-called "RetirementPlus" benefit tier in order to achieve improvements in response rates;
- Perform other administrative duties as assigned, such as letter mailing projects and data entry.

QUALIFICATIONS REQUIRED

- Currently enrolled in an undergraduate degree program at an accredited college or university
- Demonstrated strong academic record
- Excellent verbal and written skills
- Self-motivated, reliable and highly organized
- Commitment to competent, compassionate and quality service at all times
- Ability to understand retirement laws and regulations, and learn MTRS functions and computer applications
- Proficiency with Microsoft Office applications
- Ability to communicate effectively and professionally in writing, over the telephone and in person, with internal and external customers
- Enthusiasm, a positive attitude, and the ability to maintain harmonious relationships with the customers and MTRS staff
- Must be flexible and able to handle a multitude of tasks
- Ability to follow instructions and function both independently and as a member of a team

APPLICATION PROCESS

Interested applicants should apply online through *MassCareers* at www.mass.gov. All applicants are also required to submit a cover letter, as well as the names, titles and contact information for three references, with their application through *MassCareers*. The cover letter should address the reasons the applicant is applying for the position with MTRS as a student intern and how the position aligns with the applicant's future career plans.

The MTRS is an equal opportunity employer.